

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

RETAIL ACCESS OPTIMIZATION INITIATIVE, 2011

Docket No. N2011-1

**RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS BOLDT  
TO NAPUS INTERROGATORIES  
NAPUS/USPS-T1-48 THROUGH T1-49**

The United States Postal Service hereby provides witness Boldt's responses to the above-listed interrogatories of the National Association of Postmasters of the United States dated August 30, 2011. Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Anthony F. Alverno, Jr.  
Chief Counsel, Global Business

Kenneth N. Hollies  
Michael T. Tidwell

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1137  
(202) 268-2998; Fax -5402  
September 6, 2011

## RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT TO NAPUS INTERRGATORY

### NAPUS/USPS-T1-48

Please refer to Handbook PO 101, section 251.1, the Community Meeting. In part, the section states: "The Marketing Manager should discuss the time and location of the community meeting with the Postmaster, OIC, or other responsible personnel. Be sure to schedule the meeting at a time that encourages customer participation, such as during an evening or a weekend."

- (a) Please confirm that Marketing Managers are directed to consult with the Postmasters or OICs regarding the time and place of Community meetings, and explain how such communications are verified.  
Accompanying this interrogatory is the notice relating to the possible discontinuance of the Brooks, MN Post Office. The meeting is scheduled at a time that will ensure low participation, September 1, at 10:00 AM.
- (b) Please explain why the Community Meeting is being scheduled at a time that discourages community participation, and please provide the instructions to Marketing Managers or other pertinent personnel that advises such postal personnel to make sure that the meetings comply with section 251.1.

[Community Notice for Brooks, MN appears on next page.]

### RESPONSE

- (a) The cited section indicates that Marketing Managers *should* discuss meeting logistics, but does not make such discussions mandatory.  
  
Such discussions that occur may take place in face-to-face meetings, by telephone or via e-mail. There is no verification requirement.
- (b) The question includes an assertion for which there does not appear any foundation -- that the particular meeting in question is being scheduled at a time that *discourages* participation. The cited Handbook section does not preclude the scheduling of meetings at times other than evenings and weekends. It directs that time slots that encourage public participation be selected and provides two examples. Those two examples are not an exhaustive list and do not preclude the selection of other time slots.



# OFFICIAL NOTIFICATION!

08/20/2011

RECEIVED 8/23/2011

Postal Customer  
BROOKS, MN 56715

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Brooks Post Office into the Erskine Post Office.

The office is being studied due to declining office workload, which may indicate that maintaining this facility is not warranted. The revenue and/or the volume this office has been in a steady decline over the past several years..

A discontinuance feasibility study involves a review of delivery and retail operations of a postal facility. The purpose of the study is to evaluate the facility's operations in a continuing effort to meet customers' retail needs, improve productivity, increase efficiency, and cut costs.

Customer needs have changed dramatically. Many customers receive and pay their bills online and communicate by email and text message. In addition, many customers demand easier, more convenient access to Postal Service products and services when and where they want them - online, on their smart phones and at the stores they frequent.

If a decision is ultimately made to discontinue the Brooks Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Erskine Post Office, or you may receive carrier delivery at your residence. To request delivery, submit a request for establishment of rural delivery service, PS Form 4027, Petition for Change in Rural Delivery, is available at the Brooks Post Office. The Erskine Post Office has retail hours from 900 to 1200 - 1330 to 1630 Monday through Friday and 900 to 1030 on Saturday, which is 12.0 miles away. Additionally Plummer Post Office is 7.0 miles from the Brooks Post Office with retail hours from 815 to 1200 - 1300 to 1600 Monday through Friday and 815 to 845 on Saturday.

Retail services would continue to be available through a variety of channels beyond traditional brick-and-mortar facilities, such as the www.usps.com website, non-city delivery carriers, stamp consignment locations, and Stamps by Mail, Fax, and Phone.

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourage you to complete and return the enclosed survey in the pre-addressed postage-paid envelope provided. Your responses along with others received, will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than 09/09/2011.

A community meeting will be held to explain the study findings and to address community concerns. Postal representatives will be at the Brooks Community Center on 09/01/2011 from 10:00 am to 11:00 am to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

Written comments may be hand-delivered to the Brooks Post Office or mailed to:

Post Office Review Coordinator  
44 Main St  
Rocklake ND 58365-9998

The study consists of a publicly available record, so please be advised that any information or responses that you furnish will be visible to others.

A proposal that further explains the nature and justification of the proposed change in service and requests for customer comment may be posted prior to the community meeting. Comments received from the questionnaire, community meeting, and proposal will be considered prior to making a final determination.

If you have any questions concerning this discontinuance feasibility study, please contact Mary Anderson, District Discontinuance Coordinator Contact at (605) 333-2738.

Sincerely,

Sherry Johnson  
Manager, Post Office Operations

HERE IS A COPY OF  
THE ORIGINAL NOTICE  
TO BROOKS CUSTOMERS.  
I HAVE TALKED TO  
MARY ANDERSON.

Enclosures:  
Customer Survey/Pre-addressed postage-paid envelope  
Summary of Postal Service Retail Facility Change Regulations

POSTAL CUSTOMER  
BROOKS MN 56715

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS BOLDT  
TO NAPUS INTERRGATORY**

**NAPUS/USPS-T1-49**

Please refer to NAPUS/USPS-T1-22(e). Please explain why parcel return activity is not included in the SOV model.

**RESPONSE**

As explained in that response, inclusion of PRS has not been funded. The Postal Service invests in data systems when it perceives sufficient business need and the requisite financial resources are available. Those necessary conditions have not been satisfied to date for PRS.